MODEL/ATOM II 1 0 1

A publication of the Missouri Department of Higher Educat<mark>ion</mark>

April 30, 2004

Promissory Note Requests Need to be Complete

or those lenders and servicers who cannot submit promissory note verification requests electronically and are submitting these requests to ATOM staff at the MDHE or ASA, it is important to remember to submit ALL of the following information:

- ➤ Lender name
- ➤ Lender code and branch
- ➤ Borrower Social Security Number
- ➤ ASA LOA number for ATOM II loans
- ➤ GuaranTec insurance number for ATOM loans

- ➤ Loan type (i.e., Subsidized Stafford, Unsubsidized Stafford, or PLUS)
- ➤ Borrower signature date

Also remember, promissory note verification requests can be submitted via fax, email (atom@dhe.mo.gov), or telephone to MDHE program specialists, Sherri Farris and Karen Cassmeyer, and ASA staff. Lenders or servicers wishing to submit ATOM II promissory note verification requests to ASA may contact Rosanna Cornelio at (800) 824-4893, ext. 4651.

Upgrade to Occur

SA will upgrade MODEL Direct with new enhancements this weekend. As a result, MODEL Direct will only be available during the following dates and times:

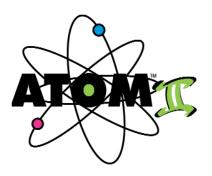
- ➤ Friday, April 30 through 5:00 p.m. (CST)
- ➤ Saturday, May 1, 5:00 a.m. through Sunday, May 2, 5:00 a.m. (CST)

MODEL Direct will resume its normal schedule on Monday, May 3 at 7:00 a.m. (CST).



New Contact Sheet

he MDHE and ASA have updated the school and lender contact information guide for your continued convenience. A copy of the guide is included with this newsletter.



Last Issue!

ith a successful conversion underway and a new system in place, this will be the last issue of the MODEL/ATOM II

Monitor. If any issues arise in the future, we will send email notification. The MDHE staff would like to thank our customers for their support as we made this transition.

Please remember to utilize both your MDHE and ASA contacts for any future questions or concerns. Previous issues of the MODEL/ATOM II Monitor will continue to be available on the MODEL web site.

www.dhe.mo.gov/ model/index.htm

esigned to serve as a reference tool for our school and lender partners, the MODEL and ATOM II web site has a wealth of information regarding conversion including background information, frequently asked questions, contact information, training information, and more.

Check it out!



SCHOOL CONTACTS BY TERRITORY

The staff listed below is trained to assist you with any loan processing questions, including

- profile changes,
- application questions,
- · CommonLine file questions,
- loan updates/maintenance,
- · forms ordering,
- user access (MODEL and Gateway),
- technical support, and
- any other items related to loan processing.

Territory	Contact	Phone/Extension
Southeastern (St. Louis)	Bassey Kooffreh bkooffreh@amsa.com	(800) 824-4893, x 4716
	Dan Tavares dtavares@amsa.com	(800) 824-4893, x 3134
	Krista Nettleton (MDHE) krista.nettleton@dhe.mo.gov	(636) 532-0610, x 4460
Northwestern (Kansas City)	Marco Huertas mhuertas@amsa.com	(800) 824-4893, x 4714
	Jennifer Thruston (MDHE) jennifer.thruston@dhe.mo.gov	(816) 235-5858
Southwestern (Springfield)	Remi Ajao rajao@amsa.com	(800) 824-4893, x 4717
	Jody Schwartz-Butrick (MDHE) jody.schwartz- butrick@dhe.mo.gov	(417) 425-8814 (Effective May 5, 2004)
Mid-Missouri (Jefferson City)	Dan Tavares dtavares@amsa.com	(800) 824-4893, x 3134
	Kim Foley (MDHE) kim.foley@dhe.mo.gov	(573) 526-5718
Department Supervisor	Dan Tavares dtavares@amsa.com	(800) 824-4893, x 3134

FORMS ORDERING

To order forms, including Stafford and PLUS MPNs, visit: http://members.printable.com/raintreegraphics/asa.

GENERAL MAILING ADDRESS FOR MDHE OPERATIONS

MDHE c/o ASA P.O. Box 55757 Boston, MA 02205

- Paper Applications (school certifications) Universal Change Form

ATOM II CONTACT LIST

Name	Phone	Email
Sherri Farris	(573) 526-7356	sherri.farris@dhe.mo.gov
Theresa Schmitz	(573) 526-6693	theresa.schmitz@dhe.mo.gov
Keith Broadus	(573) 522-0876	keith.broadus@dhe.mo.gov



Lender Contact Information

MDHE ORIGINATION THROUGH CLAIMS-GUARANTOR PROCESSING TELEPHONE: (800) 824-4893

GENERAL OPERATIONS MAILING ADDRESS

MDHE c/o ASA P.O. Box 55757 Boston, MA 02205

- Paper pre-claim filing and or update reports
- Account maintenance
- Claim filing
- Lender manifest tapes cartridges

LVC FOR CONSOLIDATION

MDHE c/o ASA P.O. Box 55754 Boston, MA 02205

GENERAL CONTACT INFORMATION

Process	Contact Name	Telephone Number/Extension
CommonLine (CL) File Processing	Jonathan Duncan	(800) 824-4893, x 6103
	jduncan@amsa.com	
	Trent Watson	(800) 824-4893, x 6160
	twatson@amsa.com	
CAM File Processing	Erik Johnson	(800) 824-4893, x 4658
	ejohnson@amsa.com	
P-Note Validation Electronic File Questions.	Rosanna Cornelio	(800) 824-4893, x 4651
	cornelio@amsa.com	
Application Processing – application questions,	Call Center	(800) 824-4893
P-Note Validation Updates		
Web User Access		
ATOM II	Theresa Schmitz	(573) 526-6693
	theresa.schmitz@dhe.mo.gov	
ATOM II	Keith Broadus	(573) 522-0876
	keith.broadus@dhe.mo.gov	
	Sherri Farris	(573) 526-7356
	sherri.farris@dhe.mo.gov	
Pre-claim File Processing	Maly Kapilian	(800) 824-4893, x 4269
	mkapilian@amsa.com	
Pre-claim Paper Adds/Updates	Brian Mazzoli	(800) 824-4893, x 4682
	bmazzoli@amsa.com	
Claim Processing (all claim type processing)	Al Lee	(800) 824-4893, x 4657
	clee@amsa.com	
Lender Manifest	Joanne Dempsey	(800) 824-4893, x 4653
	jdempsey@amsa.com	

Customer Testing (CL, CAM, Gateway, P-NOTE FEED)	Brian Hamilton hamilton@amsa.com Rosanna Cornelio Cornelio@amsa.com	(800) 824-4893, x 4240 (800) 824-4893, x 4651